



Volunteer Role Description

Administrative support

Purpose of Role

Assisting the Trustees in the administration of FOYH

This role may be provided within the FOYH office or virtually depending on Covid-19 guidelines.

Main Tasks

- Respond to telephone calls, post and emails and where necessary redirect to appropriate Trustee:
- Manage FOYH membership:
- Maintain the KISS database in association with the Volunteer Co-ordinator:
- Assist and be pro-active with fundraising:
- Collate information for, produce and distribute quarterly newsletter:
- Assist with arranging and preparation of FOYH meetings:
- Ensure an adequate supply of stationery, printer ink and office requirements:
- Be familiar with and maintain office filing system both physical and electronic:
- Ensure compliance with all Policies and Procedures:
- Ensure secure handling of petty cash, collection tins and donations:
- Ensure early banking of cheques and cash.

Skills and personal qualities required:

The role would suit someone who has the following skills and personal qualities:

- Good organisational skills
- Be computer literate, having the skills to manage databases and spreadsheets, video platforms
- Shows a 'can-do' attitude
- Ability to multi-task
- Strong written and oral communication
- Methodical with attention to detail
- Ability to be a Team Player but also happy to work independently
- Ability to work under pressure and on own initiative
- Good at time management
- Can be relied upon to keep personal

information about patients, volunteers and
Trustees absolutely confidential

- Fundraising experience
- Experience of working in a charitable organisation

Availability Required

Approximately 6 hours per week with flexible working depending on demand. This is a new and developing role which will be kept under review.

Volunteers are asked for a commitment of at least 12 months.

Location

FOYH hospital office or virtually depending on Covid guidelines

FOYH Contacts (Main)

Hon. Secretary
Hon. Treasurer
Vice Chair

May 2021